Kent County Council

Job Description: *Business Support Officer – Practitioner Support*

Directorate:	**Children, Young People and Education**
Unit/Section:	**Integrated Children's Services - Business Support**
Grade:	**KSC**
Responsible to:	**Business Support Lead**

Purpose of the Job:

To provide administrative and business support to a team of practitioners to ensure the effective delivery of services to children, young people and families.

To assist in the smooth running of the team and take a proactive role in the day to day functioning of the service.

Main duties and responsibilities:

- To undertake the day to day administrative and business support functions of the team and the wider service including the monitoring of emails and telephone messages for team members.

- To act as a point of contact to ensure that internal staff, partners and members of the public who contact the team are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, referring them to the appropriate person, and receiving visitors in a courteous, prompt and efficient manner.

- To monitor and update systems in an accurate and timely manner. This includes mailboxes and information management systems, databases and electronic files.

- To quality assure data held on different systems to ensure accuracy, in order to provide reliable information on which management decisions can be made.

- To produce all types of documents, drafting routine correspondence on behalf of the service and tracking responses within appropriate timescales, presented professionally and accurately.

- To arrange and coordinate meetings on behalf of the service, making best use of technology to prepare and support the meeting. To ensure that meetings run effectively, action points are followed up and accurate records are distributed as appropriate.

- To support the service with business related queries, including system and equipment set up for new and existing staff.

- To support managers in the processing and monitoring of a range of financial and procurement transactions to help ensure that budgets are properly managed and procurement policy adhered to.

- To participate and engage with service and county-wide Business Support Service meetings and events.

- To work flexibly to ensure that service users and practitioner needs are met, and in line with the task at hand.

Footnote: This job description is provided to assist the job holder to know what the main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Business Support Officer – Practitioner Support*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Level 2 in Admin or equivalent
SKILLS AND ABILITIES	• Excellent interpersonal skills • Literacy, numeracy and IT skills - ability to produce a range of documents and reports using Microsoft Office, databases and case management systems • Ability to organise and prioritise workload to achieve deadlines • Ability to maintain and process accurate and timely records and to investigate complex queries and anomalies • Co-ordination skills when arranging meetings and appointments, ability to take accurate records of meetings and take a proactive approach in tracking action points. • Ability to travel to and from service delivery points, meetings and training when required
KNOWLEDGE AND EXPERIENCE	• Understanding of IT applications and a working knowledge of Microsoft Office (Outlook, Word and Excel) • Understanding of Integrated Children's Services • Awareness of policies and procedures in relation to Safeguarding, Data Protection, Health and Safety, Equalities and Diversity
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave.** We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving **Compassionate and Inclusive** - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making
